



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64641
Promised Date: 13 JUL 21

CUSTOMER WORK ORDER

WO #: 64641

Customer: 51640 - JONES, TRACIE A. -
812-430-4419

Tag:

Author: BH

Location: 0727 FIND OUT IF UNIT IS
HERE FOR PART INSTALL

Stock #: 10592

Stock Desc: 2021 TT COACHMEN
CATALINA 263BHCKLE

Chassis #: 5ZT2CARB9MU039242

Serial #: 5ZT2CARB9MU039242

Mileage:

Licence:

Invoice #:

Date In: 06 JUL 21

Promised: 13 JUL 21

Date Sched:

Completed: 26 JUL 21

Warr. Date: 13 JUL 21

Job #PDINTT - Internal

COMPLAINT: PDI - NEW TRAVEL TRAILER

CORRECTION: PDI DONE WAITING ON PARTS.

Labor

Code	Description	Mechanic	Total
Z991	MISC LABOUR CODE (INTERNAL)	DGH	N/C
Z991	MISC LABOUR CODE (INTERNAL)	DGH	N/C
Z991	MISC LABOUR CODE (INTERNAL)	DGH	N/C

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
LPGI	LP - UNIT SALES	8.00	N/C	N/C

Subtotal for Job #PDINTT: 0.00

Job #1 - Warranty

COMPLAINT: RIGHT REAR CENTER JACK BOWED

CORRECTION: right rear jack rod is bent need to order.took pictures.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	13.00
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	0.00

Parts

Part #	Description	Qty	Price	Total
C01283376	JACK, SCISSOR BEAR	1.00	18.88	18.88

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JOBS 1,3	1.00	15.47	15.47

Subtotal for Job #1: 47.35

Job #2 - Warranty

COMPLAINT: TOP FREEZER DOOR BRACKET CAME OFF, HAS
NO SCREWS IN IT

Customer #: 51640
JONES, TRACIE A.



CORRECTION: took ref out part of the way, screws on hinge were stripped out, tapped and put new screws in and adjusted door ,and put ref back in place with trim.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	39.00
Subtotal for Job #2:			39.00

Job #3 - Warranty

COMPLAINT: OUTSIDE KITCHEN DOOR DOES NOT HAVE HOLD BACK

CORRECTION: INSTALL HOLD BACK

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	13.00

Parts

Part #	Description	Qty	Price	Total
F100200277	CATCH 1-1/2" ROUND	2.00	2.81	5.62
Subtotal for Job #3:				18.62

Job #SWAP - Internal

COMPLAINT: SWAP CUSTOMER'S HITCHWORK

CORRECTION: swap hitch work to new unit

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C
Subtotal for Job #SWAP:			0.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CORRECTION: DONE

Estimated Amount: 180.00

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	N/C
Subtotal for Job #WALK:			0.00

Job #FPDINTT - Internal

COMPLAINT: FINAL PDI ON NEW TRAVEL TRAILERS

CORRECTION: FPD CHECK TIRES, LIGHTS, BRAKES, BREAKAWY, LUG NUTS, ROOF, AC, MICROWAVE FURNACE WATER HEATER, TV, FIREPLACE, WATER SYSTEMS, RANG, OUT SIDE GRILL RUN LP DROP TEST,

Labor

Code	Description	Mechanic	Total
PDINTT	PDI - NEW TRAVEL TRAILER	JP	N/C

Parts

Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 D	1.00	N/C	N/C
Subtotal for Job #FPDINTT:				0.00

Job #4 - Warranty

COMPLAINT: FRONT METAL LOOSE AT BOTTOM



W/O: 64641
Promised Date: 13 JUL 21

CAUSE: TAPE PUT ON AT FACTORY PULLING OFF, NOT PUT UNDER METAL

CORRECTION: HAND CUT OUR 4 IN TAPE DOWN TO 3 IN TO FIT SPACE, PULL LOOSE TAPE OFF,
PUT NEW TAPE, AND RUN SILACONE DOWN EDGE OF TAPE AND METAL TO SEAL UP

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	39.00
Subtotal for Job #4:			39.00

Parts Total: 24.50
Labour Total: 104.00
Sublet Total: 0.00
Extras Total: 15.47
WORK ORDER TOTAL: 143.97

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited to work performed. Consequential damages are not covered. All guaranteed work must be completed in our service department.

Date: 26 Jul 2021

Customer Signature : _____



Customer #: 51640
JONES, TRACIE A.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	674844
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT2CARB9MU039242
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	103 / 103
Labor rate:	\$130.00	ITEM #	CAT263BHCKLE
OWNER INFORMATION		DEALER RO #	64641
TRACIE A JONES		CLAIM START DATE	07/07/2021
		CLAIM END DATE	01/01/1900
8800 CHAD RD			
Poseyville, IN 47633			
USA			
Retail Date of Purchase	07/13/2021	WARRANTY EXPIRATION DATE	07/13/2022

Claim Line Details

Labor

Line# 1	Operation Code 10-9-15-00-000160	Operational Description Stabilizer Jack - Frame & Chassis/Levelers, Underbelly/Repair or Replace/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-07 15:41:15 :: RIGHT REAR CENTER JACK BOWED right rear jack rod is bent need to order took pictures.		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		0.10	\$13.00
		0.10	\$13.00

Notes

Labor

Line# 2	Operation Code 70-469-01-00-001801	Operational Description Freezer Door - Appliances/Refrigerator (Furrion)/Replace/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-07 15:42:28 :: TOP FREEZER DOOR BRACKET CAME OFF, HAS NO SCREWS IN IT took ref out part of the way, screws on hinge were stripped out, tapped and put new screws in and adjusted door, and put ref back in place with trim.		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
	NA	0.30	\$39.00
	NA	0.30	\$39.00

Notes

Labor

Line# 3	Operation Code 20-69-01-00-000703	Operational Description Hold Back Latch, Catch, or Magnet - Exterior/Compartment Doors/ Replace/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-07 15:44:17 :: OUTSIDE KITCHEN DOOR DOES NOT HAVE HOLD BACK NEED TO INSTALL HOLD BACK		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		0.10	\$13.00
		0.10	\$13.00

Notes

Labor Amt \$65.00

Labor Amt \$65.00

Submitted

Parts & Freight
Total

\$0.00
\$65.00

Approved

Parts & Freight
Total

\$0.00
\$65.00

DEALER

DATE

SIGNATURE

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER

DATE

SIGNATURE

All repairs described have been inspected and are satisfactory.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	685204
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT2CARB9MU039242
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	103 / 103
		ITEM #	CAT263BHCKLE
Labor rate:	\$130.00	DEALER RO #	64641
OWNER INFORMATION		CLAIM START DATE	07/15/2021
TRACIE A JONES		CLAIM END DATE	01/01/1900
8800 CHAD RD			
Poseyville, IN 47633			
USA			
Retail Date of Purchase	07/13/2021	WARRANTY EXPIRATION DATE	07/13/2022

Claim Line Details

Labor

Line# 1	Operation Code 20-58-01-00-000608	Operational Description Metal - Aluminum Siding, each - Exterior/Metal, Aluminum Siding/ Replace/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-15 09:53:58 :: FRONT METAL LOOSE AT BOTTOM TAPE PUT ON AT FACTORY PULLING OFF, NOT PUT UNDER METAL HAND CUT OUR 4 IN TAPE DOWN TO 3 IN TO FIT SPACE, PULL LOOSE TAPE OFF, PUT NEW TAPE, AND RUN SILACONE DOWN EDGE OF TAPE AND METAL TO SEAL UP	
	Model #	Dlr Sub Hrs 1.50
	Serial #	Appr Hrs 0.30
		Sub Labor Amt \$195.00
		Appr Labor Amt \$39.00
	Notes Excessive time requested	

Submitted	Labor Amt	\$195.00	Approved	Labor Amt	\$39.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$195.00		Total	\$39.00

DEALER
SIGNATURE

DATE

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER
SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.